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USWEST

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July 22, 1999

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Ms. Magalie Roman Salas, Secretary  
Federal Communications Commission  
The Portals  
Room TA-A325  
445 Twelfth Street, S.W.  
Washington, D.C. 20554

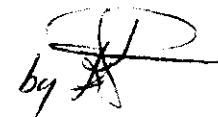
RE: CC Docket No. 98-121

Dear Ms. Salas:

On July 22, 1999, U S WEST provided the attached *ex parte* materials regarding U S WEST's OSS change management procedures to David Kirschner of the Common Carrier Bureau staff.

In accordance with Section 1.1206(b)(1) of the Commission's rules, an original and one copy of this letter and the attachments are being filed with your office for inclusion in the record of this proceeding.

Sincerely,

Andrew D. Crain by   
Andrew D. Crain

ADC/jvv  
Enc.

No. of Copies rec'd 0+1  
List ABCDE



## **U S WEST Wholesale Program**

**Project Name:** Change Management Process – OSS

**Date:** 07/20/99

**Author:** U S WEST Communications, Inc. – Information Technologies

**Abstract:** This document outlines the process U S WEST representatives use to provide Competitive Local Exchange Carriers (CLECs) notification of Operating Support Systems (OSS) interface changes. The scope of the document includes the change management process to facilitate communication about OSS interface changes (enhancements, upgrades, code maintenance, etc.) via announcements, CLEC Industry Meetings, and/or U S WEST/CLEC working team collaborative projects (e.g., CLEC certification/ recertification projects for joint testing) and the timing, mode, and method for CLEC notifications.

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## 1. INTRODUCTION

### 1.1 Description

This CLEC Change Management Notification process outlines the various types of notifications, methods, and timing for U S WEST representatives to proactively notify current CLEC interface system users and CLECs who are the process of implementing an OSS interface. The later CLECs have an executed implementation agreement (e.g., Joint Implementation Agreement) with a commitment to its project workplan schedule. This change management notification process facilitates the communication (i.e., identification, discussion, testing if required, and tracking) of OSS interface changes. The specific OSS interfaces are for CLECs who purchase resale services and/or unbundled network elements.

### 1.2 Scope of Document

CLEC notification includes the OSS interface changes for pre-ordering, ordering, maintenance, and repair functionality. The following table identifies which functionality deployed will be tested with each interface.

<b>Functionality</b>	<b>Graphical User Interface (GUI)</b>	<b>Electronic Data Interface (EDI)</b>	<b>Electronic Bonding – Trouble Administration (EB-TA) Interface</b>
Pre-Ordering	X	X	
Ordering	X	X	
Maintenance and Repair	X		X

EDI and EB-TA interface notifications will include references to certification/recertification notifications, which may be recommended or required prior to a CLEC production use of an OSS interface release.

## 2. PRINCIPAL PARTIES

The principal parties of this process include the communicator and receiver of the notification. The following table represents the individuals, groups, or organizations who may be a communicator or receiver of CLEC notification information.

U S WEST Communicator	CLEC Receiver
<ul style="list-style-type: none"> <li>➤ <b>Interface Production Team</b> <ul style="list-style-type: none"> <li>➤ Training</li> <li>➤ Development</li> <li>➤ System and Interoperability Testing</li> <li>➤ Systems Maintenance</li> <li>➤ Sub-teams for emergency system changes</li> <li>➤ Etc.,</li> </ul> </li> <li>➤ <b>Interface Release Team</b> <ul style="list-style-type: none"> <li>➤ Training</li> <li>➤ Development</li> <li>➤ System and Interoperability Testing</li> <li>➤ Project Management</li> <li>➤ Etc.,</li> </ul> </li> <li>➤ <b>Interface Implementation Team</b> <ul style="list-style-type: none"> <li>➤ Includes project management, EDI or EB-TA technical management, business/system staff, and other representatives.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>➤ <b>Current CLEC Users</b> <ul style="list-style-type: none"> <li>➤ GUI User</li> <li>➤ EDI System Administrator</li> <li>➤ GUI System Administrator</li> <li>➤ EB-TA System Administrator</li> <li>➤ Designated Representative to receive specific emails or fax notifications</li> </ul> </li> <li>➤ <b>Interface Implementation Team</b> <ul style="list-style-type: none"> <li>➤ Includes project management, technical management, business/system requirements staff, and other representatives.</li> </ul> </li> <li>➤ <b>Disclosure Document Recipients</b> <ul style="list-style-type: none"> <li>➤ Current CLEC Users</li> <li>➤ Interface Implementation Team</li> <li>➤ Additional non-interface users who ask to receive this documentation</li> </ul> </li> <li>➤ <b>Potential New CLEC Users</b> <ul style="list-style-type: none"> <li>➤ Includes CLEC users, system administrators, and/or designated representatives that are implementing an interface, but are not in production. For example, users who require training prior to being in production.</li> </ul> </li> </ul>

### 3. TYPES OF NOTIFICATIONS

The three CLEC notification types are as follows:

- **New Release** – includes communications regarding disclosure document, release notes, implementation date, training schedule, etc.
- **Certification/Recertification** – includes communications regarding upcoming release of draft business requirements in preparation for testing, technical support for the CLEC system development, changes to the implementation plan for certification/recertification activities, etc.
- **Production Maintenance** – includes communications regarding planned and unplanned production maintenance activities, which may include system unavailability time.

### 4. MODES AND METHODS OF COMMUNICATION

A variety of methods are used to create and distribute notification messages including collaborative work team verbal discussions, CLEC user conferences, electronic mailings, Web-page postings, GUI pop-up windows, CDs, facsimile, and hard documents copies (meeting minutes, disclosure documents, project work plans, agreements, etc.).

## 5. TIMING OF NOTIFICATIONS

The timing of notifications are dependent on one or several of the following:

- GUI and EDI Interfaces development software lifecycle
- EB-TA Interface development software lifecycle
- EDI and/or EB-TA major release requiring CLEC recertification of necessary interface changes
- EDI and/or EB-TA minor release recommending CLEC recertification of necessary interface changes
- EDI and/or EB-TA certification/recertification implementation projects work plans to timing of an upcoming release

In general, timing of a notification is described as the typical number of business days or calendar months.

## 6. GRAPHICAL USER INTERFACE NOTIFICATIONS

The following table depicts notification types by communicator, receiver, mode/method of message, and timing for GUI supporting pre-ordering, ordering, maintenance and repair functionality.

GUI – Pre-ordering, Ordering, Maintenance and Repair				
Notification Type	U S WEST Communicator	CLEC Receiver	Mode/Method <sup>1</sup> of Message	Timing <sup>2</sup>
<b>New Release</b>				
➤ Target Release Schedule Date	➤ Interface Release Team	<ul style="list-style-type: none"> <li>➤ Current CLEC User</li> <li>➤ Potential new CLEC User</li> </ul>	<ul style="list-style-type: none"> <li>➤ Training Classes</li> <li>➤ Web Page Posting</li> <li>➤ Conferences, meetings, presentations, etc.</li> </ul>	➤ As soon as possible, usually 9 months prior to a target release schedule date
➤ Training Classes Schedule for	➤ Interface Release Team	➤ Current CLEC Users	➤ GUI Pop-Up Window	➤ 2 months prior to scheduled release

<sup>1</sup> One or more of the mode/method of message may be used

<sup>2</sup> Typical number of business days or calendar months

GUI – Pre-ordering, Ordering, Maintenance and Repair				
Notification Type	U S WEST Communicator	CLEC Receiver	Mode/Method <sup>1</sup> of Message	Timing <sup>2</sup>
Release			<ul style="list-style-type: none"> <li>➤ Email</li> <li>➤ If no email address, then Facsimile</li> <li>➤ Web Page Posting</li> </ul>	date
		➤ Potential new CLEC Users	➤ Same as Current CLEC Users above except for GUI Pop-Up Window	➤ 2 months prior to scheduled release date
➤ Changes to Target Release Schedule or Training Classes	➤ Interface Release Team	➤ Current CLEC Users	<ul style="list-style-type: none"> <li>➤ GUI Pop-Up Window</li> <li>➤ Email</li> <li>➤ If no email address, then Facsimile</li> <li>➤ Web Page Posting</li> <li>➤ Conferences, meetings, presentations, etc.</li> </ul>	➤ As change occurs
		➤ Potential new CLEC Users	➤ Same as Current CLEC Users above except for GUI Pop-Up Window	➤ As change occurs
➤ Release Notes Issued	➤ Interface Release Team	➤ Current CLEC Users	<ul style="list-style-type: none"> <li>➤ GUI Pop-Up Window</li> <li>➤ Email</li> <li>➤ If no email address, then Facsimile</li> <li>➤ Web Page Posting</li> </ul>	➤ 21 business days prior to upcoming scheduled release date
		➤ Potential new CLEC Users	➤ Same as Current CLEC Users above except for GUI Pop-Up Window	➤ 21 business days prior to upcoming scheduled release date As change occurs
<b>Certification/Recertification</b>	NA	NA	NA	NA

<b>Production</b>				
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GUI – Pre-ordering, Ordering, Maintenance and Repair				
Notification Type	U S WEST Communicator	CLEC Receiver	Mode/Method <sup>1</sup> of Message	Timing <sup>2</sup>
<b>Maintenance</b>				
➤ Planned System Unavailable Times	➤ Interface Production Team	➤ Current CLEC Users	➤ GUI Pop-Up Window ➤ Email ➤ If no email address, then Facsimile ➤ Web Page Posting	➤ As soon as possible, dependent on the type of the event
➤ Unplanned System Unavailable	➤ Interface Production Team	➤ Current CLEC Users	➤ Email ➤ If no email address, then Facsimile ➤ Web Page Posting	➤ As soon as possible, dependent on the type of the event

## 7. ELECTRONIC DATA INTERFACE NOTIFICATIONS

The following table depicts the notification types by communicator, receiver, mode/method of message, and timing for EDI pre-ordering and ordering functionality.

EDI – Pre-ordering and Ordering				
Notification Type	U S WEST Communicator	CLEC Receiver	Mode/Method <sup>3</sup> of Message	Timing <sup>4</sup>
<b>New Release</b>				
➤ Target Release Schedule Date	➤ Interface Implementation Team	➤ Interface Implementation Team	➤ Technical/Project meetings ➤ Meeting Minutes	➤ As soon as possible, usually 9 months prior to scheduled release date
➤ Release Notes Issued	➤ Interface Implementation Team	➤ Interface Implementation Team	➤ Technical/Project meetings ➤ Meeting Minutes ➤ Web Page Posting	➤ 21 business days prior to upcoming scheduled release date
➤ Disclosure Document Issued	➤ EDI Coordinator	➤ Disclosure Document Recipients	➤ Mailing of CD ➤ Web Page Posting	➤ 21 business days prior to upcoming scheduled release date
➤ Changes to Target Release Schedule	➤ Interface Implementation Team	➤ Interface Implementation Team	➤ Technical/Project meetings ➤ Meeting Minutes	➤ As change occurs

<sup>3</sup> One or more of the mode/method of message may be used

<sup>4</sup> Typical number of business days or calendar months



EDI – Pre-ordering and Ordering				
Notification Type	U S WEST Communicator	CLEC Receiver	Mode/Method <sup>3</sup> of Message	Timing <sup>4</sup>
<b>Certification/Recertification</b>				
➤ Draft Business Requirements for an upcoming release	➤ Interface Implementation Team	➤ Interface Implementation Team	➤ Technical/Project meetings ➤ Email ➤ If no email address, then Facsimile	➤ 2 – 3 months prior to upcoming release schedule date
➤ Recertification Notice	➤ Interface Implementation Team	➤ Interface Implementation Team	➤ Technical/Project meetings ➤ Meeting minutes	➤ 21 days prior to upcoming release schedule date
➤ Implementation Project Work Plan major work activities/ milestones ➤ CLEC Planned Development ➤ U S WEST Technical Support to CLEC Development ➤ Interoperability Testing ➤ Certification Testing ➤ Production	➤ Interface Implementation Team	➤ Interface Implementation Team	➤ Committed Implementation Project Work Plan ➤ Technical/Project Meetings	➤ Collaborative process with dates determined by U S WEST and CLECs
➤ Changes to Implementation Project Work Plan	➤ Interface Implementation Team	➤ Interface Implementation Team	➤ Technical/Project meetings ➤ Meeting minutes	➤ Collaborative process with dates determined by U S WEST and CLECs
<b>Production Maintenance</b>				
➤ Planned System Unavailable Times	➤ Interface Production Team	➤ Current CLEC Users	➤ GUI Pop-Up Window ➤ Email ➤ If no email address, then Facsimile ➤ Web Page Posting	➤ As soon as possible, while dependent on the type of the event
➤ Unplanned System Unavailable	➤ Interface Production Team	➤ Current CLEC Users	➤ Email ➤ If no email address, then Facsimile ➤ Web Page Posting	➤ As soon as possible, while dependent on the type of the event

## 8. ELECTRONIC BONDING INTERFACE NOTIFICATIONS

The following table depicts the notification types of by communicator, receiver, mode/method of message, and timing for EB-TA maintenance and repair functionality.

<b>EB-TA – Maintenance and Repair</b>				
<b>Notification Type</b>	<b>U S WEST Communicator</b>	<b>CLEC Receiver</b>	<b>Mode/Method<sup>5</sup> of Message</b>	<b>Timing<sup>6</sup></b>
<b>New Release</b>				
➤ Target Release Schedule Date	➤ Interface Implementation Team	➤ Interface Implementation Team	➤ Technical/Project meetings ➤ Meeting Minutes	➤ As soon as possible, prior to scheduled release date
➤ Release Description	➤ Interface Implementation Team	➤ Interface Implementation Team	➤ Technical/Project meetings ➤ Meeting Minutes	➤ As soon as possible, prior to scheduled release date
➤ JIA Update	➤ Interface Implementation Team	➤ Interface Implementation Team	➤ JIA update (e.g., addendum)	➤ As soon as possible, prior to scheduled release date
➤ Changes to Target Release Schedule	➤ Interface Implementation Team	➤ Interface Implementation Team	➤ Technical/Project meetings ➤ Meeting Minutes	➤ As change occurs
<b>Certification/Recertification</b>				
➤ Implementation Project Work Plan major work activities/ milestones ➤ CLEC Planned Development ➤ U S WEST Technical Support to CLEC Development ➤ Interoperability Testing ➤ Certification Testing ➤ Production	➤ Interface Implementation Team	➤ Interface Implementation Team	➤ Committed Implementation Project Work Plan ➤ Technical/Project Meetings	➤ Collaborative process with dates determined by U S WEST and CLECs
➤ Changes to Implementation Project Work Plan	➤ Interface Implementation Team	➤ Interface Implementation Team	➤ Implementation Project Work Plan ➤ Technical/Project	➤ Collaborative process with dates determined

<sup>5</sup> One or more of the mode/method of message may be used

<sup>6</sup> Typical number of business days or calendar months

EB-TA – Maintenance and Repair				
Notification Type	U S WEST Communicator	CLEC Receiver	Mode/Method of Message	Timing
			meetings ➤ Meeting minutes	by U S WEST and CLECs
<b>Production Maintenance</b>				
➤ Planned System Unavailable Times	➤ Interface Production Team	➤ Current CLEC Users	➤ Phone call ➤ Email ➤ If no email address, then Facsimile ➤ Technical staff meeting	➤ As soon as possible, dependent on the type of the event
➤ Unplanned System Unavailable	➤ Interface Production Team	➤ Current CLEC Users	➤ Phone call ➤ Email ➤ If no email address, then Facsimile ➤ Technical staff meeting	➤ As soon as possible, dependent on the type of the event